CITY OF OVIEDO FLORIDA

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407-971-5555 • WWW.CITYOFOVIEDO.NET

Dear City of Oviedo Wastewater Customer:

The City would like to take this opportunity to welcome you as the City's newest wastewater customer! We are here to serve you and provide the same high level of customer service that you have been receiving as a City water customer.

On August 24, 2010, City voters gave approval to issue up to $36 million in Utility Revenue Bonds to acquire Alafaya Utilities, Inc. Since that time, the financial transaction between the City and Alafaya Utilities has been completed and City ownership became official on Wednesday, September 15, 2010. This acquisition is the most significant in the City's history and we want to thank you for your support. Our efforts are now focused on making the transition to City ownership and the operation of the Utility as seamless as possible to you as one of 7,500 sewer and 1,500 reclaimed customers the City now serves.

Here's how the transition to City ownership will affect your wastewater bill:

- Between the September 11th and September 14th the City read all potable water meters. (Potable water consumption, up to a maximum of 10,000 gallons, serves as the basis for sewer consumption.)
- Potable water meter readings have been provided to Alafaya Utilities and will serve as the *ending meter read* for all sewer customers previously served by Alafaya Utilities, Inc.
- These meter readings will also become the initial read for sewer and reclaimed customers transitioning to City utility services (for reclaimed water customers, the meters were read by Alafaya Utilities on September 12th and the readings have been provided to the City for initial read purposes).
- You will receive a final bill from Alafaya Utilities covering your sewer and reclaimed services through the last meter reading taken between September 11th and September 14th .

Prior to the City assuming ownership of Alafaya Utilities, the City learned that some billings were inadvertently missed due to technical problems with *Alafaya's billing system*. For some customers this resulted in up to three (3) months lapse of billing for sewer services. *Since the missed billings occurred while Alafaya owned the Utility, payment arrangements should be made through Alafaya and not to the City of Oviedo.* You will be receiving a final bill from Alafaya shortly.

With respect to improvements to the Alafaya utility system, the City is ready to make a variety of capital improvements in 2010 and 2011 that will upgrade the operational efficiency of the plant, improve odor control and ensure reclaimed water availability.

Your satisfaction as a City utility customer is our #1 priority; however we are asking for your patience during this transition period to City ownership and operations. Please keep the following phone numbers handy should you have any questions or concerns:

- ✓ Utility Billing 407-971-5535 or email customercare@cityofoviedo.net
- ✓ Utility Operations 407-971-5692 (regular hours and emergencies)

On behalf of the Oviedo City Council and City Manager, I want to once again welcome you as the City's newest wastewater customer.

Sincerely,

Dianne Holloway
Finance Director